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| **SRFFIT001B** | **PROVIDE ORIENTATION TO CLIENTS PRIOR TO UNDERTAKING A FITNESS PROGRAM** |
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| FIT | Fitness |

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| **DESCRIPTION: This unit has been developed for the Fitness Industry Training Package and covers the knowledge and skills to identify clients’ general fitness requirements, provide a basic screening form to clients, and advise client on fitness facilities and services.** |

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| **ELEMENT** | **PERFORMANCE CRITERIA** |
| **1 Establish rapport with client** | 1. Greet ***client*** in a friendly and courteous manner 2. Establish the general service the ***client*** wishes to access is |
| **2 Identify general client fitness requirements** | * 1. Assess the ***requirements*** and expectations of clients   2. Explain the available services and facilities relevant to the client's wishes   3. Advise the ***client*** on activities to meet identified needs |
| **3 Advise client on the benefits and procedures of fitness appraisal and exercise prescription** | * + 1. Explain the specific benefits of the fitness activities relevant to the needs  of the ***client***     2. Advise the benefits of a fitness appraisal and exercise program to the ***client***     3. Make an ***appointment*** for an appraisal or programming session, if required |
| **4 Deliver and process a basic health screening questionnaire** | * + - 1. Briefly explain the benefits of a pre–exercise ***health screening***       2. Administer an industry standard ***health screening***       3. Review the ***health screening*** questionnaire       4. Explain the ***procedures*** to be followed before commencing an exercise program when there are health concerns to the ***client***       5. Provide information on the exercise program the ***client*** has selected to them       6. Book the ***client*** in for an ***appointment*** with an instructor if an appraisal or program is required       7. Report health concerns to a supervisor and/or instructor, if required       8. ***Process*** and/or file the ***screening*** questionnaire |

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| **Range Statements**  The Range Statements provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. The Range Statements relate to the unit as a whole and helps facilitate holistic assessment. In addition, the following variables may be present for this particular unit of competency: |

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| **RANGE STATEMENT** | **CATEGORIES** |
| **Appointment** | [all categories]   * the appointment is booked, with the following details entered   + date   + time   + client's name   + purpose of appointment   + name of instructor * the client is provided with an appointment card with the following details   + name of client   + date   + time   + purpose of appointment   + name of instructor |
| **Basic health screening** | [all categories]   * advise a client of the appropriate action, normally a visit to a medical practitioner, when   + an existing medical condition is identified   + an injury is identified   + a client is taking prescribed medications * the client would normally be advised by the medical practitioner of the guidelines for participation in fitness industry activities, and take these guidelines to a suitably credentialled allied health professional |
| **Client** | [all categories]   * experienced or inexperienced * screened * various ages * active or inactive |
| **General** | [all categories]   * the client's fitness experience * whether the client has previously undertaken a screening questionnaire * the client's fitness goals |

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| **Procedures** | [all categories]   * where a client has not previously undertaken a fitness appraisal or had a prescribed program   + advise the client of the benefits and need for completing a health screening questionnaire   + advise a client of the appropriate action when an existing medical condition or injury is identified, or when a client is taking prescribed medications * where a client has recently been assessed and programmed   + advise the client of the most appropriate facilities and services relevant to their fitness goals and current level of fitness |
| **Process** | * The client completes a screening questionnaire   + oral   + written * Staff review the client responses and take appropriate action * Staff take reasonable measures to make services and facilities available in a non - discriminatory way |
| **Rapport** | * Formal   + provide written information on the organisation's facility, products, and services   + place the client in a comfortable position   + place yourself in a position with clear access to the client and any materials required * Informal   + provide a friendly and courteous greeting   + introduce yourself and your position to the client |
| **Reporting procedure** | may include   * Timeframes for reports * Regular reports * One-off reports |
| **Strategies to meet client requirements** | * Modifications to current services and resources * Additions to services and resources * Potential problems and solutions * Monitoring services and resources * Upgrading services and resources |

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| **Evidence Guide**  The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statements. |

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| **Critical aspects of evidence to be considered** | * Assessment must confirm the ability integrated demonstration of all elements of competency and their performance criteria, in particular the ability to   + accurately assess client requirements   + develop appropriate strategies to maintain communication with clients and address their requirements   + quickly and accurately complete and review a screening questionnaire   + match client needs with available services |
| **Interdependent assessment of units** | * This unit must be assessed after attainment of competency in the following unit(s)   + Nil * This unit must be assessed in conjunction with the following unit(s)   + Nil * For the purpose of integrated assessment, this unit may be assessed in conjunction with the following unit(s)   + Nil |
| **Required knowledge and skills** | * Required knowledge   + Sources of information on client needs and expectations   + Processes to determine needs and expectations of clients and changes in client base and requirements   + Understanding of the content of basic health screening questionnaires and the process of referral if required   + Ability to provide the client with details of their appointment * Required skills   + Research skills to determine client needs and future requirements   + Planning skills to determine resourcing requirements to meet identified needs   + Communication skills to enable consultation with internal and external clients   + Problem solving in order to resolve issues with respect to client service and/or resourcing   + Numeracy skills to conduct statistical analysis of research   + Literacy skills to enable production of reports and recommendations |
| **Resource implications** | * Physical resources — assessment of this competency requires access to   + a real or simulated work environment   + appropriate documentation and resources normally used in the workplace   + a work environment with clients * Human resources — assessment of this competency will require human resources consistent with those outlined in the Assessment Guidelines. That is, assessors (or persons within the assessment team) should   + be competent in this unit but preferably be competent in the unit at the level above   + be current in their knowledge and understanding of the industry through provision of evidence of professional activity in the relevant area   + have attained the National Competency Standards for Assessment: BSZ401A, BSZ402A and BSZ403A |
| **Consistency in performance** | * Due to issues such as safety requirements and delivery of appropriate techniques, this unit of competency must be assessed over a minimum of three (3) different occasions to ensure consistency of performance over the Range Statements and context applicable to the work environment |
| **Context for assessment** | * This unit of competency must be assessed in the context of fitness in Australia. For valid and reliable assessment the fitness activity should closely replicate the work environment. The environment should be safe, with the hazards, circumstances and equipment likely to be encountered  in a real workplace * This unit of competence should be assessed through the observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes * Where performance is not directly observed and/or is required to be demonstrated over a “period of time” and/or in a “number of locations”,  any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons |

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| **KEY COMPETENCIES** | | | | | | |
| Collect, Analyse & Organise Information | Communicate Ideas & Information | Plan & Organise Activities | Work with Others & in Teams | Use Mathematical Ideas & Techniques | Solve Problems | Use Technology |
| 3 | 2 | 3 | 2 | 2 | 2 | 2 |
| These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.  The three levels of performance (1, 2 and 3) denote the level of competency required to perform the task:   1. Use routine approaches 2. Select from routine approaches 3. Establish new approaches  * **Collecting, analysing and organising information —** * **Communicating ideas and information —** * **Planning and organising activities —** * **Working with teams and others —** * **Using mathematical ideas and techniques —** * **Solving problems —** * **Using technology —**   Please refer to the Assessment Guidelines for advice on how to use the Key Competencies. | | | | | | |